GETTING STARTED GUIDE
How to Create & Submit a Repair Rework
Once you’re logged into your account, please go to the **ORDER MANAGER** tab to begin creating your rework.

- Utilize the **SEARCH** feature to search by Work Order #, PO #, Reference # or Serial # if you cannot find the work order the device is on.

- Select **VIEW** for the work order that contains the device that needs to rework performed.
CREATE & SUBMIT A REPAIR REWORK (Continued)

- After your device is located, click **REWORK**
- A display box will appear to add a detailed rework comments. Please add as much detail as possible to help expedite the diagnosis and rework process.
- Click **SUBMIT** and the rework repair will automatically be added to your shopping cart.
Click on the **SHOPPING CART** to review and finalize your rework order.

- The rework will appear in your cart in red along with the original work order number.
- You can always edit and delete information if a mistake is made by utilizing the **paper/pencil icon** to edit and the red “X” to delete.
- Along with the work order #, all other pertinent information (ex: Serial #, Reference #, etc.) originally submitted on the work order will be transferred to the rework order.
- Click **CHECK OUT** to submit your rework order.
• After checking out, you will receive confirmation that your rework was submitted.
You will also receive an email notification detailing your rework order.

CREATE & SUBMIT A REPAIR REWORK (Continued)

Company Name: AG iRepair
Customer Name: Alaina Bitsky
Email: alaina@agirepair.com
Address: 220 Huff Ave, Suite 500 Greensburg, PA 15601
Phone: 724-838-1170 X155
Work Order Number: 015975
Order Date: 07-28-15
Selected Shipping Method: Ground
Purchase Order Number: Example
Account Rep: Jeremy Bitsky
Order Comments: Rework
Total Repairs: 1

REPAIR-iPAD2-GLASS x 1

<table>
<thead>
<tr>
<th>Item Number</th>
<th>Description</th>
<th>City</th>
<th>Unit Price</th>
<th>Ext Price</th>
<th>Serial Number</th>
<th>Client Reference</th>
<th>Item Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>REPAIR-iPAD2-GLASS</td>
<td>Glass/Digitizer Repair</td>
<td>1</td>
<td>$0.00</td>
<td>$0.00</td>
<td>SDN124432SN5</td>
<td>S. Stewart Marion Flem</td>
<td>REWORK: AGUJD711</td>
</tr>
</tbody>
</table>

Please ship all items to:

AG Repair
220 Huff Avenue, Suite 500
Greensburg, Pa 15601

Please include this work order traveler in the box and use the prepaid shipping label to ship the repair order to our facility.

Thank you for your continued business.

www.agirepair.com
CREATE & SUBMIT A REPAIR REWORK (Continued)

• Print the work order traveler and include with your shipment, along with your free UPS shipping label.
ADDITIONAL HELPFUL INFORMATION

- Reworks can be shipped individually or with another work order you have to ship for repairs.
- Reworks are not limited to one, you can add as many as needed all on one rework order or you can submit them individually, whichever you prefer.
CONTACT US

We are here to help! Please contact us if you have any questions or need further assistance.

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